Every day we are all confronted by our own frustrations and anger. If left unchecked, our emotions tend to gather heat. We might feel a little irritated by someone's behaviour, which can build to frustration and then anger.

If we can recognise where we are on the emotional scale early, we can approach the person concerned and attempt to communicate the concerns and get a good outcome.

Key points

- Anger is a feeling that starts with irritation
- Catch the emotion early
- If we wait for emotions to die down, we will be able to communicate more clearly
- Choosing a good time to talk is important
- Deescalate aggressive outbursts by taking the time to listen to their concerns and validate their feelings
- Ask for help when you need to.

Tips for dealing with anger

Consider your timing
The timing of this communication is important. Waiting for our own emotional response to lower before approaching someone is important. Strong emotions naturally decrease with time and space. It helps to have another person in support for this communication.

Anger from others
You may also encounter anger in the workplace from colleagues or customers. Unwelcome physical postures or emotional outbursts can all be considered aggressive behaviours. We may not want to intervene due to feelings of fear or intimidation, which in turn may contribute to behaviours escalating. When angry emotions turn into unwanted aggressive behaviours, we can attempt to deescalate the behaviour instead.

Remember we want to address the *behaviours* of the person not the whole person. We need to get some better understanding, and often the other person is surprised as they have been unaware of the impact of their behaviour on others.

There may be contributing factors we are aware of or other factors we are not aware of. Talking with someone in a private space to hear them out, can give a fresh perspective on the situation, a shared understanding, or practical solutions to take forward.

vitae

When *life* works better,
business works better.
Pai ake te *oranga*, pai ake te *pakihi*.